



National Aeronautics Space Administration (NASA)

**NASA/Computer/Electronic
Accommodations Program (CAP)
Request Guidance**

And

**NASA/Computer/Electronic
Accommodations Program (CAP)
Organizational Responsibilities**

Attachments:

1. CAP Accommodation Request Forms
2. NASA CAP and Disability Awareness Briefings FY 2004 Program Proposal

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NASA/CAP Request Guidance

NASA COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM (CAP) REQUEST GUIDANCE

The following CAP request guidance is designed to ensure that NASA employees requesting assistive technology will receive the equipment in a timely and efficient manner. This guidance has been tailored consistent with the Department of Defense's CAP Request Procedures.

Please note that the NASA Center or Headquarters' Disability Program Manager is your primary point-of-contact when requesting CAP Services.

STEP 1: Conduct Needs Assessment

If an employee is unsure of what their assistive technology needs are they may request a needs assessment which will be conducted by the Headquarters or Centers Disability Program Manager. In addition, the employee and supervisor should always be involved. A needs assessment reviews the essential job functions that need to be accommodated. The purpose of the needs assessment is to identify barriers to performance and to identify possible assistive technology solutions. An important part of the needs assessment is identifying appropriate assistive technology tools. In addition, a needs assessment can be conducted at CAPTEC (CAP Technology Evaluation Center), located in the Pentagon, online using the CAP website, www.tricare.osd.mil, or by a CAP Staff member. For those outside the Washington area, needs assessments can be done online using the CAP website or via Video-teleconferencing (VTC) with CAP and your center, if VTC is available.

STEP 2: Identify Appropriate Solutions

The NASA employee, supervisor and/or CAP team will research options by working with the person to be accommodated. NASA employees and/or supervisors may work directly with staff experts within each disability team throughout the CAP process. The CAP staff is divided into three disability teams: Blind/Low Vision, Dexterity/Mobility, and Deaf/Hard of Hearing. Employees may contact CAP staff directly with questions by referring to the enclosed CAP Contact Sheet

STEP 3:

Complete Request Form

After identifying the most appropriate solution, NASA employees requesting an accommodation will submit the DoD CAP Accommodation Request Form in one of the following ways: Complete the form online at: <http://www.tricare.osd.mil/cap/requests> or fax to (703) 681-9075, or mail to: DoD Computer/Electronic Accommodations Program Office, TRICARE Management Activity, 5111 Leesburg Pike, Five Skyline Place, Suite 810, Falls Church, VA 22041-3206. Please note, submitting requests using the online system allows your request to be reviewed the fastest.

STEP 4:

Procurement Process

Upon receipt of the request, the CAP staff will review the form for completeness and if approved will purchase the assistive technology. NASA employees will receive the equipment approximately 12-15 business days after submitting a properly completed request form. The CAP office may be contacted at: Tel: (703)998-0800; TTY: (703)681-0881; or Fax: (703)931-9483 after the 15-day period if the equipment has not been received. Please contact CAP after this period if you have not received your equipment. This time frame may be longer if you are requesting training or under other special circumstances.

STEP 5:

Maintenance of Assistive Technology

Upon receipt of the equipment by the NASA employee, the Centers will be required to register it under the service provider to ensure that any necessary maintenance will be provided and to ensure that NASA has a record of the equipment in its equipment records system. The equipment becomes the property of NASA and the Agency has responsibility for maintenance and/or service as required. The service provider (e.g. ODIN or other service contractors) will be required to maintain any reports for internal or external use.

STEP 6:

Submitting Form to Point-of-Contact

A copy of the CAP request form must be maintained by the NASA Centers' Equal Opportunity Programs Office. After submitting the request to CAP, a copy of the CAP

request form must be provided to the NASA Center or Headquarters Disability Program Manager in the Equal Opportunity Programs Office. The Equal Opportunity Programs Office will be required to provide a copy of the request to the NASA CAP Point-of-Contact, Lynda Sampson at: NASA Headquarters, 300 E Street, SW, Code EI, Washington, DC 20546; or faxed to (202) 358-3336. Any questions related to the CAP should be directed to either the Center or Headquarters Disability Program Managers or to Ms. Sampson.

These procedures are available in alternate format upon request to: NASA Office of Equal Opportunity Programs, 300 E Street, SW, Washington, DC 20546, (202) 358-2167 and

TTY: (202) 358-3748.

The CAP Request Form is attached. The Form can also be downloaded at:

http://www.tricare.osd.mil/cap/acc_proc/acc_proc_request.cfm

A copy of the CAP Request Form may also be obtained at the Centers' or Headquarters Equal Opportunity Programs Office.

ENCLOSURES:

1. CAP Contact Sheet
2. CAP Request Form
3. CAP Roles and Responsibilities

NASA/CAP Organizational Responsibilities

NASA COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM (CAP) ORGANIZATIONAL RESPONSIBILITIES

The NASA Office of Equal Opportunity Programs (OEOP) will provide the leadership role in implementation of the Computer/Electronic Accommodations Program (CAP). In partnership with the OEOP, the NASA Chief Information Office (CIO), Headquarters and NASA Centers, Outsourcing Desktop Initiative for NASA (ODIN) and other NASA equipment support contractors and the Department of Defense (DoD) CAP Office will be responsible for implementation of the following in support of CAP:

OFFICE OF EQUAL OPPORTUNITY PROGRAMS RESPONSIBILITIES

1. Facilitate the signing of the NASA/DoD CAP Agreement.
2. Designate the NASA Point-of-Contract (CAP).
3. Host a ceremony in the NASA Headquarters Auditorium to commemorate the signing of the NASA/DoD CAP Interagency Agreement.
4. Send a memorandum to the Center Directors notifying them about the CAP Agreement following the signing of the interagency agreement.
5. Develop procedures for Headquarters and the Centers to use to request assistive technology.
6. Conduct briefings and training for NASA managers, supervisors and employees.
7. Maintain records of all CAP Accommodation Requests.
8. Provide annual reports to the Equal Employment Commission and other agencies.
9. Assess effectiveness of CAP and make procedural changes.

CHIEF INFORMATION OFFICE RESPONSIBILITIES

1. Provide technical consultation services to Code E in discussing CAP with the Department of Defense and in uncovering obstacles to the successful implementation of CAP at NASA.
2. Assist Code E in working with the ODIN Program Office to determine how ODIN can best support the implementation of CAP at NASA.

3. Inform the Enterprise and Center Chief Information Officers about CAP and its benefits, and soliciting their assistance in implementing CAP at their Centers.
4. Work with Code E to plan for publicizing the CAP agreement Agencywide so that the full benefits of CAP can be realized by NASA.
5. Assist Code E during the implementation of CAP at the Centers to become aware of and, work with the CAP Program Office, to resolve technical issues that may arise from the use of CAP-furnished products and services.

NASA HEADQUARTERS AND CENTER RESPONSIBILITIES

1. Designate the Headquarters Disability Program Manager and Center Disability Program Manager as the individual who will receive, review and process CAP accommodation requests in accordance with NPG 3713.1, Procedures for Providing Reasonable Accommodations for Individuals with Disabilities.
2. Notify Headquarters and Center employees about CAP.
3. Ensure that the appropriate contractors have a system in place to register the assistive technology equipment, and provide service maintenance.
4. Ensure that the assistive technology is registered with the appropriate Center contractor responsible for servicing and maintaining assistive technology.
5. Review and approve employee CAP Accommodation Requests.
6. Conduct a needs assessment, if required.
7. Send a copy of all CAP Accommodation Requests to OEOP.
8. Conduct briefings and training for managers, supervisors and employees.
9. Provide guidance to Headquarters and Center employees on procedures to use in requesting CAP accommodations online.
10. Ensure that any required training on use of the equipment is provided to the employee requesting the assistive technology.
11. Maintain Headquarters and Center's records on CAP accommodations requests and develop any required annual reports related to assistive technology.

ODIN AND OTHER EQUIPMENT SUPPORT CONTRACTORS' RESPONSIBILITIES

1. Provide both the capability and flexibility to implement assistive technology provided through CAP at all Centers (except JPL).
2. Assist the CAP staff in identifying products that meet the users' needs and ensuring that they are compatible with the ODIN or other contractors' equipment.
3. Install and set-up the products on users' seats. This includes making all software changes to accommodate the CAP products. The CAP products would be considered Government furnished property under the ODIN Delivery Order or other contractors' tasking agreement.
4. Ensuring asset management of the Government property.
5. Register the assistive technology after it is installed in the user's seat.
6. Maintain and repair of the CAP products. However, this does not include replacement due to breakage or incompatibility with subsequent ODIN or other contractors technology.
7. Utilize the ODIN and other contractors' catalog/order mechanism for the installation and set-up of CAP products, and an ODIN or other contractor Maintenance (MA) type seat will be used for the continuing maintenance.

DoD CAP OFFICE

1. Facilitate the processing of the NASA CAP Agreement.
2. Review requests, order assistive technology equipment and send directly to NASA employees.
3. Conduct training for NASA employees on use of assistive technology.
4. Maintain DoD records on requests for assistive technology.
5. Provide other services which may be required by NASA in support of CAP (e.g. conduct surveys, keep NASA informed of latest assistive technology, provide facility to test/examine assistive technology, and assist in technology integration).

**NASA Office of Equal Opportunity Programs (OEOP)
NASA CAP & Disability Awareness Briefings FY 2004
Program Proposal**

NASA Office of Equal Opportunity Programs (OEOP) NASA CAP & Disability Awareness Briefings FY 2004 Program Proposal

I. Background

On November 11, 2002, NASA signed an interagency agreement with the Department of Defense (DoD) to become one of 53 Federal Partner Agencies to receive accommodation services from Computer/Electronic Accommodations Program (CAP). Through this agreement, NASA supervisors and employees along with CAP Staff, will work to provide assistive technology solutions for individuals in the workplace.

To further the NASA mission of creating a workforce that is truly representative of America's diversity, NASA proudly engages in its partnership with CAP to make a full range of electronic and information technology available to employees with hearing, visual, dexterity, cognitive and communication impairments.

II. Purpose

Led by NASA OEOP, CAP and NASA Management Staff will partner to conduct briefings at the individual NASA Centers about CAP services and issue guidelines for individuals requiring assistive technology. These briefings will provide NASA employees with the information necessary to make informed decisions about selecting assistive technology and increase the consciousness of employees on issues of disability at NASA, helping to supply "real solutions for real needs."

In addition to briefing NASA Staff about CAP services, NASA OEOP will sponsor a Disability Awareness Briefing to be held in conjunction with the CAP Briefings. The featured speaker will be Glenn McIntyre of McIntyre & Associates. The goal of the sessions will be to provide the tools necessary to professionally address Individuals with Disabilities (IWDs) including: 504/ADA Summary, Disability Terminology, Initial Contact Skills, and tips on Hiring and Motivating to Successfully Address Diversity.

III. Theme

America Works Best When All Americans Work. (Theme from NDEAM)

IV. Time Period

These briefings will be held in FY 2004 at all of the NASA Centers.

V. Target Audience

Senior Management
Center Managers
Supervisors
Equal Opportunity Officers
Disability Program Managers
Employees

VI. Briefing Outline

- Welcome – Center Director/Center DPM
- CAP Briefing – CAP Staff Member
- Overview of CAP Guidance – Lynda Sampson
- Disability Awareness Briefing – Glen McIntyre
- CAP Demonstration

VII. Event Promotion Package

1. NASA/CAP Guidance Brochure
2. NASA Disability Awareness Program Brochure
3. Posters/Flyers Announcements

VIII. Event Promotion Channels

- NASA HQ/Center Public Affairs Office
- NASA HQ/Center Newsletters
- Local Press/Media
- NASA Photographer

IX. Program Launch Initiative

The NASA Deputy Administrator will distribute a memorandum about the NASA/CAP partnership and the services it affords the agency. The memorandum will serve as a directive for NASA Senior Management to support the CAP and Disability Awareness Briefings at the respective centers.

X. Program Launch Event

The NASA Deputy Administrator will lead a delegation of Senior NASA Officials on a tour of the CAPTEC Facility at the Pentagon, on December 19, 2003.

XI. Center Briefing Schedule

Langley Research Center	October 27, 2003 (Pilot Program)
Kennedy Space Center	January 14, 2004
Stennis Space Center	January 27, 2004
Dryden Flight Research Center	March , 2004
Jet Propulsion Laboratory	March, 2004 (held in conjunction with DFRC)
Ames Research Center	April, 2004
Johnson Space Center	May, 2004
Glenn Research Center	June, 2004
Marshall Space Flight Center	July, 2004

XII. Summary Event

This event will highlight the briefings held at the NASA Centers. A photo collage and video production of the Center Briefings will be showcased along with a keynote speaker. This event will summarize the impact of the CAP Services at NASA centers, featuring lessons learned, best practices and data on assistive technology services provided to CAP during FY 2004. This will be a two hour event held at NASA HQ, additional details are forthcoming.